

Rosenda [REDACTED]
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I am an experienced professional with a strong background in content writing and a diverse range of previous job roles. With a passion for crafting impactful content, I have honed my skills as a content writer. As a Customer and Account Specialist, I developed exceptional communication and problem-solving skills. As a Wedding Coordinator and Guest Relations Officer, I deliver exceptional customer service and ensure guest satisfaction. Additionally, my experience as a Project Coordinator equipped me with abilities to manage multiple tasks simultaneously. Throughout my career, I have demonstrated a strong work ethic with my diverse skill set. I can't wait to contribute to the success of your organization.

Work Experience

Freelance Content Writer

TopContent - Malta, UK

November 2022 to July 2023

- Topcontent is an international leading content creation and translation company.
- As a Content Writer, I am responsible for producing highquality written content that meets the needs of our clients. I do research, fact-checking, editing and proofreading.
- I also implement SEO best practices to optimize content for search engines and increase organic visibility. Incorporate relevant keywords, meta tags, and other SEO elements to enhance content performance.
- I do other relevant task such as proofreading, copywriting, backlink building etc.

Freelance Writer

TVA Writing Services - Roxas City

May 2022 to July 2023

- TVA Writing Services is a reputable content creation agency that provides high-quality writing solutions to clients across various industries.
- I work remotely and collaborate with our team of talented professionals to deliver impactful content for our clients. I create written material that satisfies the demands of our clients in a variety of sectors. I conduct research, verify facts, edit, and proofread.

PayPal Customer Service

ePerformax Contact Centers and BPO - Roxas City

May 2019 to December 2021

- ePerformax is a high-performing contact center & BPO that provides world-class, omnichannel service and support to a select group of Fortune 1000 companies and their customers.
 - Primary point of contact for customers providing them with knowledgeable, compassionate, and timely resolution to their inquiries
- Receives report of fraud cases and activities, file, investigates and resolves related cases.

Customer Service Representative

Airbnb, TELUS International Philippines Inc. - Manila, AR
May 2018 to January 2019

- TELUS International Philippines Inc. is a leading provider of business process outsourcing solutions in the Philippine Archipelago. T
- As an Airbnb Customer Service, I am very good at handling complaints and disputes, booking, process cancellation, rebooking, releasing funds, fraud activities, refunds.

Wedding Coordinator

Judan Vargas Events - Kalibo
December 2017 to January 2019

- Judan Vargas Events is a Boracay wedding planner and a destination wedding planner to most.
- As a wedding coordinator, I am an expert in managing vendor contracts, handling payments, and ensuring that everything is running smoothly on the day of the event. I am also in charge of every facet of the meeting and event as well as controlling an event from conception to clean up. I worked with Judan Vargas Events full-time as office secretary at the same time as wedding coordinator for half a year and part-time/freelance for the remaining months filling in the required staffing when the need arises.

Front Office - Service Agent

Shangri-la's Boracay Resort and Spa - Island, KY
February 2016 to September 2017

- Conveniently situated at Yapak part of Boracay Island, Malay, Aklan Philippines this property puts you close to attractions and interesting dining options. This 5-star property is packed with in-house facilities to improve the quality and joy of your stay.
- I meet guests, register, and assigns rooms pertinent to guests' needs and choice once available. I also room status updates with the housekeeping department by notifying housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.
I do cashier-related functions to guest accounts.
- I am proficient in the use of various internet-based applications (Federal Computer Systems E-Connect (FCS) and OPERA (OPMS) Microsoft Office, FCS Win suite, etc.
- I am a sales-minded and competitive up-seller generating additional monthly revenue for the company.

Pharmacy Assistant

Citidrug Kalibo - Kalibo
May 2013 to February 2014

- CITIDRUG offers its investors or franchisee the unique business opportunity to hit 2 businesses in 1 investment, The Generics Drugstore on one hand and the Branded Drugstore on the other hand under one roof.
- My job as a pharmacy assistant includes operating the cash register, handling money transactions, answering phone calls, and doing clerical work in the pharmacy.

Project Coordinator

ActivAsia Inc. - Kalibo
May 2010 to January 2012

- I am in charge and carry out successful projects by coordinating the material, planning, and logistics aspects of new model/product programs, for a specific range of part numbers, and engineering changes

whilst ensuring there is no disruption to the business. I also organize and manage the various parts of a project to ensure its success. This includes assigning and monitoring daily tasks and communication, as well as creating reports and updates for the management.

Guest Service Agent - Telephone Operator

Shangri-la's Boracay Resort and Spa

- I am very good at and with good knowledge of the operation of a telephone switchboard and of proper techniques of placing and receiving telephone calls; good knowledge of organization and functions of the jurisdiction to which assigned; working knowledge of office terminology, procedures, and equipment.

Education

Associate in Tourism

Aklan State University

Skills

- Transcription
- Project Coordination
- Office Administration
- Calendar Management
- Personal Assistant Experience
- Office Management
- Social Media Management
- Accounting
- Microsoft Outlook
- Research
- Administrative Experience
- Databases
- Clerical Experience
- Customer service
- Communication skills
- English
- Phone etiquette
- Time management
- Computer skills
- Organisational skills

Languages

- Tagalog - Expert
- English - Fluent

Links

[Redacted]

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